



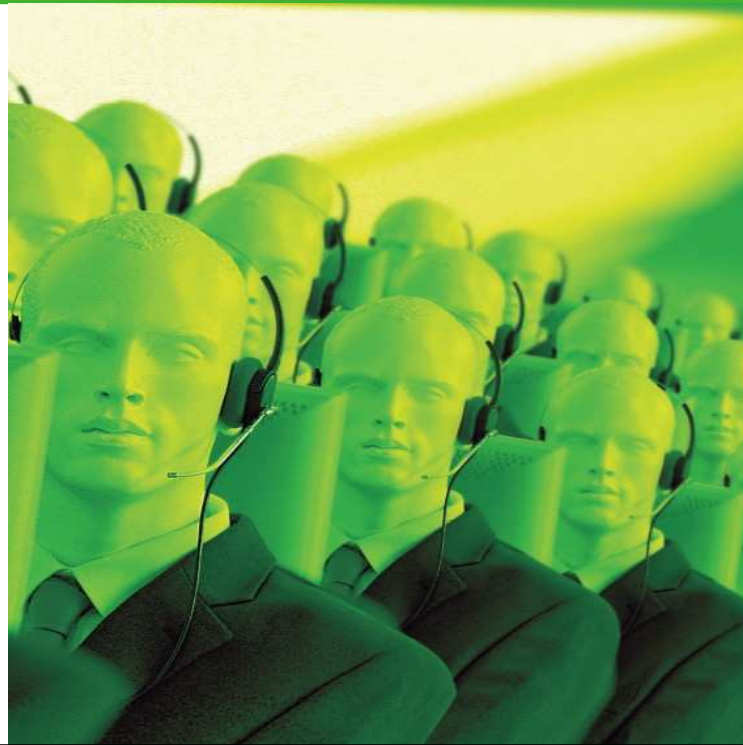
Inference

Corporate Dialer

First impressions count

Consistent & friendly manner

Use natural language technology



Welcome Your Customers

Inference's Corporate Dialer can welcome your customers in a friendly and consistent manner and can quickly route them to the right place the first time.

- Using plain speech, callers need only specify the name of the person or department the caller would like to be connected to.
- Calls can be routed internally, externally, to mobiles, voice over IP or to another voice enabled application (eg message bank).
- Ability to supply customers with answers to frequently asked questions (eg address, business hours) or reinforce your brand with the latest news.
- Maintenance of the system may be done via a simple web interface or by using speech commands.
- Available as either a fully hosted or premised based service.

Configure

List Departments List All Departments Add New Departments

Note: You should be careful about deleting a departments as you may want to re-use it in the future.

5 Items Found, 10 per page. Displaying 1 to 5, Page 1 of 1 Search Reset Clear 1

ID	department_name	telephone	Record Audio
6	Debt Collection	0312345678	<input type="checkbox"/>
5	Public Relations	0312345678	<input type="checkbox"/>
4	Sales	0312345678	<input checked="" type="checkbox"/>
3	Support	0312345678	<input checked="" type="checkbox"/>
1	Accounts Payable	0312345678	<input checked="" type="checkbox"/>

Report



Five Step Process

Inference Corporate Dialer can be implemented by the business, quickly and easily following a simple 5 Step Process as outlined below.

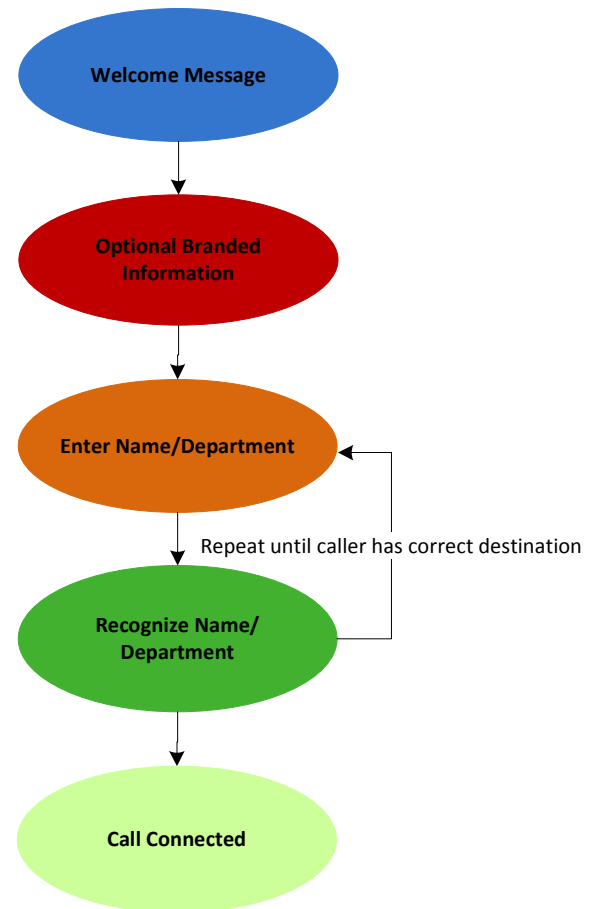
Step 1 : System welcomes caller

Step 2: System can provide caller with company branded information (eg address, business hours, latest news)

Step 3: In plain speech, the system asks caller for the name of the person or department they wish to be connected to

Step 4: Via simple web interface or speech commands, users are able to update correct caller information

Step 5: System connects caller internally, externally, to mobile, another voice enabled application (eg message bank) or reception



Inference Technology

Our competitive advantage is derived from our core technology - *grammatical inference* -, which is the result of many years research into the field of Artificial Intelligence. What this means for our customers, is that our speech recognition solutions are faster and cheaper to deploy, and yet provide a better quality outcome than ever before.

Inference Communications

Inference Communications is a provider of sophisticated speech recognition solutions. Speech recognition enables automation for transactions, natural language call steering and brand awareness via your IVR. The benefits of speech recognition include:

- An affordable means of 24*7 services
- A repeatable scalable service
- Easy access for mobile customers
- A source of rich customer data
- A flexible, maintainable service

The Inference Effect

Speed – benchmarked at 1/10th the time it traditionally takes to implement speech.

Cost – Technology developing technology, reducing human labour.

Service – Customers are more likely to be understood with Inference technology.

Flexibility – You control the changes through the web interface.

Market Intelligence – Access to customer data, trends, desires, and calling habits.

Our Business Model

We offer a flexible approach to solution delivery so that our products can be implemented using the technical model that suits your business.

Inference technology is platform independent so can be deployed to all the major vendor platforms and those platforms can be Hosted offsite by a third party or they can be your own infrastructure.

Call us on **1300 191 431**, email us at info@inferencecommunications.com or visit our website at www.inferencecommunications.com

Features	Description : Corporate Dialer
Agent Interface	
Simple Web Interface	Web portal allows for easy to use menu driven interface to configure and administer the Corporate Dialer system.
Staff Management	Add, delete and maintain staff names and listed phone number. Personalize staff names by associating uploadable audio message for staff. Configure staff names so that variations of spoken staff names (eg first name only, full name, other known names) are recognised.
Department Management	Administer department names and listed phone number. Associate uploadable audio message for department, if required. Ability to specify variations of spoken department name (eg support, technical support) to ensure callers are channelled correctly.
Flexible Company Messaging	Enhance the caller experience by adding messaging such as frequently asked questions (eg address, business hours) or reinforce your brand with the latest news.
Administration Features	
Role Based Logins	All Inference solutions allow you to configure varying levels of access to users who are responsible for administering the platform or reporting from the platform. You can typically separate user functions from administration functions.
Online User Management	Changes to user details can be done online, via the web interface and performed in real time.
Integration Change Management	A simple web interface is provided as part of the Inference dashboard to allow submission of change and customization requests, the progress of which can again be monitored by this same interface.
Ease Of Administration	In the event that a range of speech recognition services is implemented, all services can be managed from the one web site. Speech recognition administrators can use a simple dashboard to manage user access (with varying permissions for different types of users) to administer those systems and view reports, to download data for off-line processing, to submit change requests for the service via the integrated change management system, or to send messages to Inference staff via the integrated message box. The objective is to make the services as easy and as straightforward to manage as possible.
Prompts	
Prompts	Inference Callback provides the ability to upload/change all recorded audio or TTS (Text To Speech) prompts or a mixture of both. Often it is found that a recorded audio welcome prompt followed by TTS in response to customer input is the most flexible and cost effective combination, as it allows for dynamic and un-anticipated content to be updated quickly and easily.
Recorded Prompts	The customer may choose to use internal resources for the recording of audio prompts or they may choose to use a professional voice consistent with the company brand.
Maintain Online Prompts	Inference's online prompt management interface allows you to upload/change all TTS (Text To Speech) computer generated prompts and all audio prompts at any time.
Maintain General Prompts	General prompts are easily changed via a web interface, for example greeting changes depending on the time of the year or a special campaign.
Search	
Staff	Find a particular staff member or associated telephone number to make changes.
Department	Search for a specific department or associated telephone number to perform maintenance.
Company Messaging	Retrieve a message. Searching is not case sensitive and will auto generate field entries that contain what you type.
Prompts	Search for prompts within the system either by prompt name, number or prompt text.
Options	
Customizable Settings	You control <ul style="list-style-type: none"> - Whether date message is played on welcome message - Switching CLI (Caller Line Identification) on/off - Selection of transfer type (eg blind, bridge, consultation)
Reporting	
Full Drill-down Graphical Reporting	Reporting is sophisticated and flexible. Real-time animated charts with exportable graphs (i.e. for incorporation into the customers own documents) are standard. The administrator can drill down from a chart that displays 'all data' on a single chart to a view that displays an 'individual calls details'. Even drilling down to each 'event' within an individual call is standard. In addition this data can be exported to a centralized reporting tool preferred by the customer.
Top Requested	Provides a graphical breakdown of the top events requested. By selecting a specific slice, you can analyse more detailed information displayed in tabular form, such as when the calls were made.
Report	Ability to compare maximum of four individual dates or allows for selected events to be compared for a particular date period.
Automation Rate	How is your application performing? This graph can tell you the number of calls made, how many were automated and how many were transferred to operator. It will also show you this as an "Automation Rate" expressed as a percentage of calls made.
Performance	
Real Time Performance Monitoring Of Calls	All calls are logged. Inference's web interface allows you to monitor and report on your calls in real time.
Semi Automated System Tuning	A speech system is only good if it understands what the caller is saying. All Inference systems make use of an integrated tuning process which means they improve over time to give optimal performance. Detailed performance metrics allow Inference to monitor the service and to calculate if and where the system might be improved and if required address any shortcomings. This integrated approach is unique to Inference Communications.